

Golf Member Account True-Up Policy

Effective Date: April 1, 2025

Applies To: All Golf Membership Tiers

1. Purpose

This policy ensures all golf member accounts are current, accurate, and settled on a regular basis to maintain financial integrity and club operations.

2. Account Review Schedule

- Member accounts will be reviewed and reconciled on a monthly basis.
- A full account true-up will occur annually at the end of the fiscal year (e.g., December 31st).

3. Notification Process

- Members will receive a monthly statement via email detailing all charges, payments, and any outstanding balances.
- Members will be notified 30 days in advance of the annual true-up with a summary of their account status and any discrepancies requiring attention.

4. Payment of Outstanding Balances

- Members are expected to settle all balances within 15 days of receiving their monthly statement.
- Any balance remaining unpaid after 30 days will incur a late fee of 1.5% per month on the outstanding amount.

5. Annual True-Up

- At year-end, all accounts must be brought to a \$0 balance.
 - unpaid balances will be charged by utilizing a credit card on file
- Any credits or overpayments may be:
 - Rolled over into the next fiscal year.
 - Refunded upon request (if exceeding \$100).
- Any outstanding balances must be paid within 15 days of the final statement to avoid suspension of membership privileges.

6. Disputes and Errors

- Members have 10 business days from the statement date to dispute charges.
- Disputes must be submitted in writing to Kurt Ruehling, General Manager.
- The club will investigate and respond within 5 business days.

7. Consequences for Non-Compliance

- Accounts more than 60 days overdue may result in:
 - Suspension of club privileges.
 - Hold on tee time reservations.
 - Late fees and potential collections process.

8. Communication and Support

- Questions about your account can be directed to Kurt Ruehling, General Manager, at kruehling@ci.new-prague.mn.us.
- Members are encouraged to enroll in automatic billing to avoid missed payments.